Ticket Purchase Guidelines

Welcome to the Ticket Purchase Guidelines. This guide provides comprehensive instructions for purchasing tickets. Each section contains detailed steps and helpful tips to enhance your experience.

1. Purchasing Tickets

1.1 Browsing Available Tickets

Steps to Browse Tickets:

- Available Ticket Categories:
  - Facility Management Tickets:
    - Access to Facility Management Engagement Day (29 Oct 2025)
    - Practical strategies for workplace dynamics
    - Conflict management and stakeholder engagement sessions
    - Professional networking opportunities
  - Modular Asia Tickets:
    - Access to Modular Asia Forum & Exhibition (30 Oct 2025)
    - Focus on Modular Technology and Modern Methods of Construction (MMC)
    - Industrialised Building Systems (IBS) sessions
    - Networking with global modular leaders and innovators
    - Latest trends in construction efficiency and sustainability
  - BINA Conference Combo Ticket:
    - Combined access to both events (29-30 Oct 2025)
    - Full access to all sessions at both conferences
    - Special package pricing at RM 450.00

- Comprehensive coverage of both facility management and modular construction

- Maximum networking and learning opportunities

- All events take place at MITEC, Kuala Lumpur

- Navigate to the "Store" section to purchase tickets

- Click on a ticket to view:
  - Detailed description
  - Price information
  - Available quantity
  - Event dates and times

- Select desired quantity

- Click "Add to Cart" to proceed

1.2 Adding Tickets to Cart

Steps to Add Tickets:

- Select desired ticket quantity

- Click "Add to Cart" button

- Review cart summary

- Continue shopping or proceed to checkout

Important Notes

- Ticket quantities are subject to availability

- Quantity discounts are automatically applied

- Cart items are saved for your session

1.3 Checkout Process

Steps to Complete Checkout:

- Review cart items and total
- Fill in billing details:
    - Personal information (name, email, phone)
    - Billing address
    - Category selection (individual/academician/organization)
- Additional fields based on category:
    - Organization: Company name, Business registration number
    - Academician: Student ID, Academic institution
- Select payment method

Important Notes

- All required fields must be filled accurately
- Order confirmation will be sent via email
- No account required to purchase tickets

1.4 Payment via ToyyibPay (FPX)

Steps for ToyyibPay Payment:

- Select "FPX Online Banking" as payment method
- For Business-to-Business (B2B) payments:
  - Select "Organization" as your category
  - Fill in your organization details
  - Choose B2B payment option in ToyyibPay portal
- Click "Proceed to Payment"
- Choose your bank from the FPX list
- Log in to your online banking
- Confirm the payment
- Wait for redirect back to BINA

After Successful Payment:

- Order is automatically created with status "paid"
- Ticket stock is immediately updated
- Order confirmation email is sent containing:
  - Reference number (format: ORDER-xxxxxx)
  - Tickets purchased with:
    - Ticket name
    - Quantity
    - Original price
    - Discounted price (if applicable)
    - Original subtotal
    - Discounted subtotal
  - Billing information:
    - Full name
    - Gender

- Category (Individual/Organization/Academician)

- Organization details (if applicable)

- Contact information

- Complete address

  - Individual QR codes for each ticket

- Attached PDF includes:

  - Order details page:

    - Reference number

    - Order date and time

    - Complete ticket purchase details

    - Price breakdowns

  - QR code pages:

    - Individual QR code for each ticket

    - Ticket name

    - Ticket number (e.g., "QR Code 1 of 3 tickets")

- Cart is automatically cleared

- Success message displayed on screen

Important Notes

- ToyyibPay is available for Malaysian banks only

- No processing fees for FPX payments

- Instant payment confirmation

- Check your email for order confirmation

- Keep QR codes secure and confidential

- Each QR code is unique per ticket

- **Important:** Download and save the PDF attachment - it contains your QR codes which are required for event entry verification

Event Day Verification

- The PDF with QR codes is your official ticket

- You must present the QR codes for scanning at the event

- Save the PDF on your mobile device or bring a printed copy

- Each QR code can only be used once

1.5 Payment via Stripe (Credit/Debit Card)

Steps for Stripe Payment:

- Select "Credit/Debit Card" as payment method
- Select your country
- Enter card details:
    - Card number
    - Expiry date
    - CVC
- Review total amount including processing fees
- Click "Pay" to complete transaction

After Successful Payment:

- Order is automatically created with status "paid"
- Ticket stock is immediately updated
- Order confirmation email is sent containing:
    - Reference number (format: STR-xxxxxx)
    - Tickets purchased with:
        - Ticket name
        - Quantity
        - Original price
        - Discounted price (if applicable)
        - Original subtotal
        - Discounted subtotal
    - Billing information:
        - Full name
        - Gender
        - Category (Individual/Organization/Academician)
        - Organization details (if applicable)

- - - Contact information
      - Complete address
    - Individual QR codes for each ticket

- Attached PDF includes:
    - Order details page:
      - Reference number
      - Order date and time
      - Complete ticket purchase details
      - Price breakdowns
    - QR code pages:
      - Individual QR code for each ticket
      - Ticket name
      - Ticket number (e.g., "QR Code 1 of 3 tickets")

- Cart is automatically cleared

- Success message displayed on screen

Processing Fees

- Malaysian cards: 3% + RM1.00
- International cards: 4% + RM1.00
- Additional 2% for currency conversion
- All fees are displayed before payment

Important Notes

- Keep QR codes secure and confidential
- Each QR code is unique per ticket
- Save the PDF for your records
- QR codes will be scanned at the event

- **Important:** Download and save the PDF attachment - it contains your QR codes which are required for event entry verification

Event Day Verification

- The PDF with QR codes is your official ticket

- You must present the QR codes for scanning at the event

- Save the PDF on your mobile device or bring a printed copy

- Each QR code can only be used once